



STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Victims of Crime Program

Coordinator's Fiscal Year 2012 Report
(July 1, 2011 through June 30, 2012)

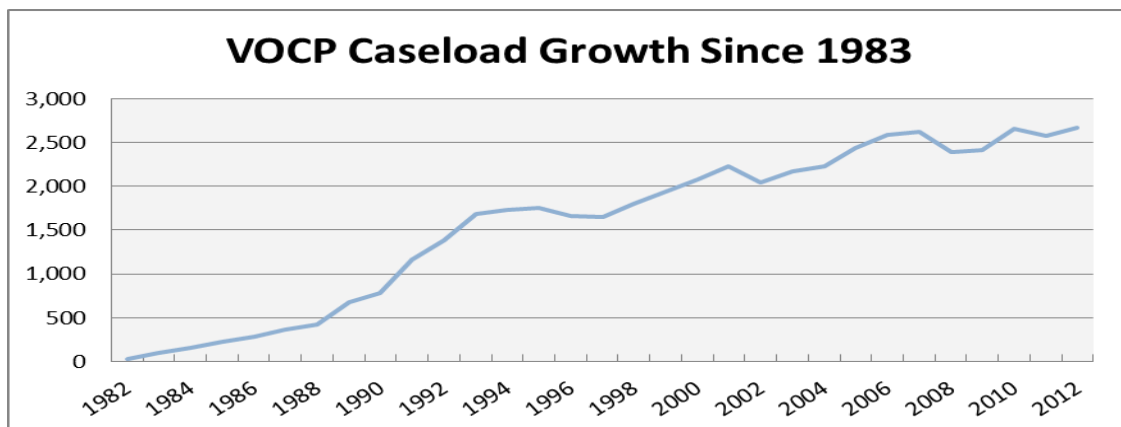
During FY 2012 the VOCP received **2,666** new applications, approving **1,964** victims for assistance with 49 applications still pending a decision as of July 17, 2012. This is 91 more applications received than in FY 2011.

During FY 2012 the VOCP closed 2,755 files after providing those victims all available benefits they qualified for, and paid all of their known crime related bills. *No victim was left with any crime related expenses when their claims were closed.*

During FY 2012 the VOCP satisfied **\$24,255,504.52** in approved victim hospital and medical bills, mental health counseling, lost wages, crime scene cleanup, relocation costs, and other crime related expenses.

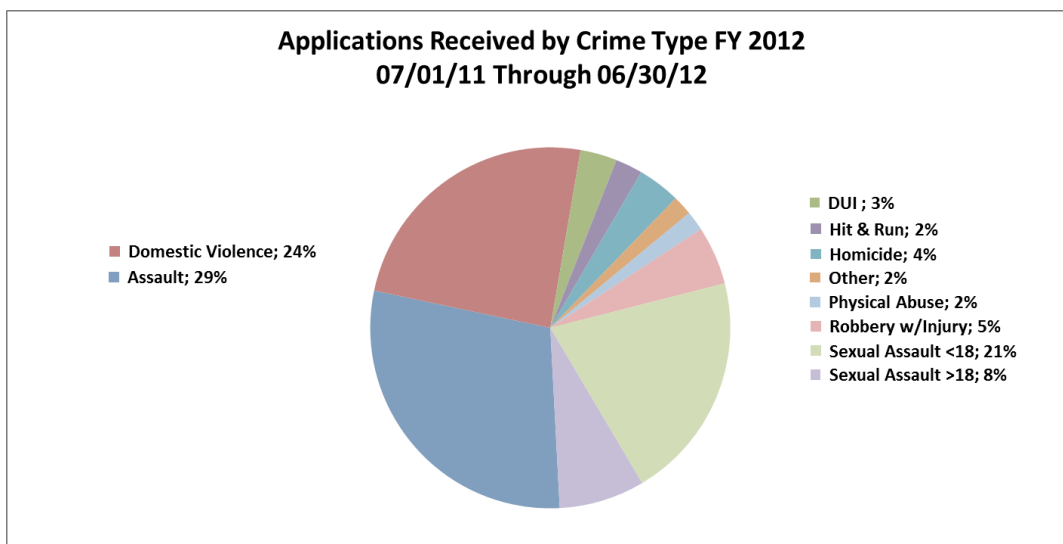
After VOCP bill review and cost containment policies were applied, these claims were satisfied with **\$6,109,634.27** of VOCP adjusted fee schedule payments. This means victims received the equivalent of **\$18,145,870.25** of assistance over the actual VOCP expenditures.

Caseload Growth Since 1983



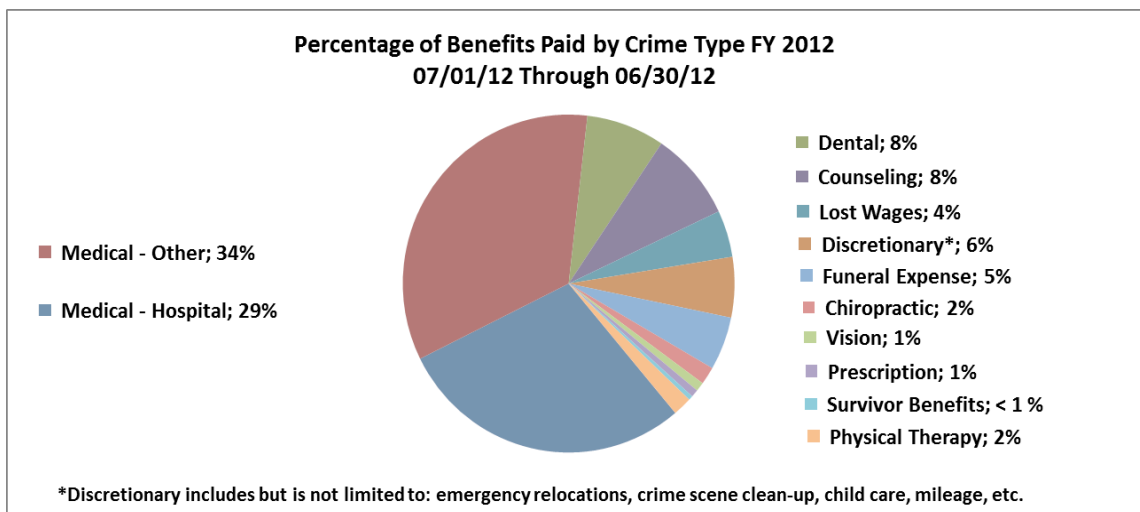
Summary of Applications Received

The VOCP received **2,666*** new applications during FY 2012. The following chart shows the number and percentage of applications received by crime type.



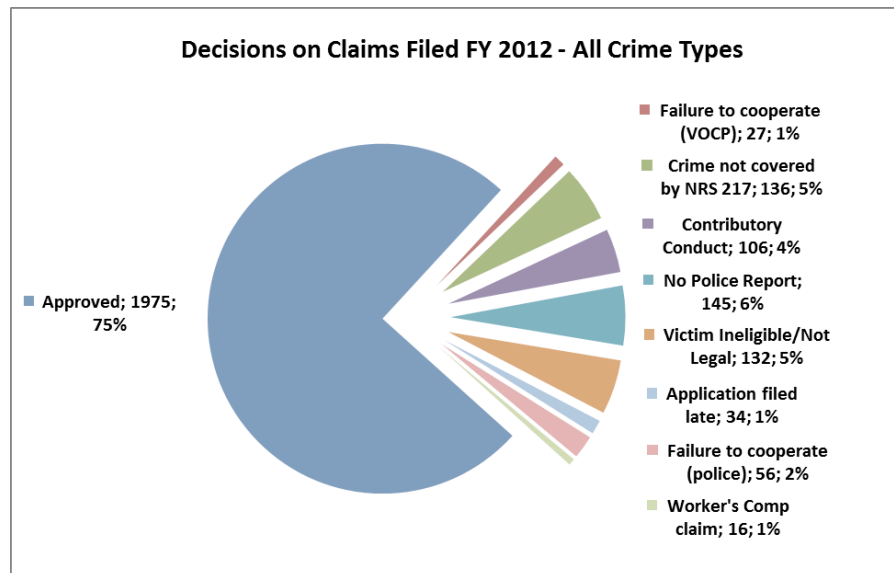
Summary of Benefits Paid

Hospital and medical bills constituted 63% of all victim payments in FY 2012. We satisfied more than \$21 million in hospital and medical billings with less than \$4 million in fee-scheduled payments. The following chart shows the percentage of benefits paid by benefit type during the FY.



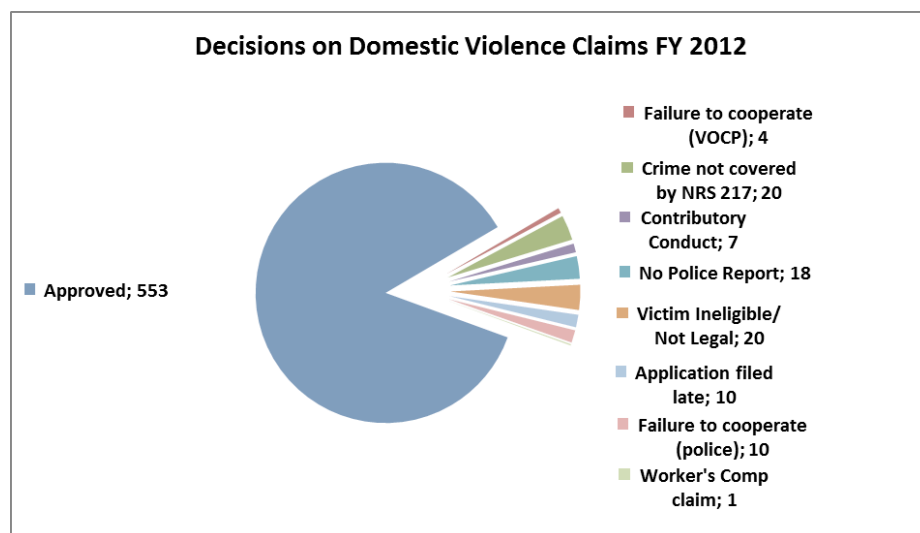
Applications Approved and Denied

The following chart shows the number of applications approved and denied for FY 2012 with the reason for denial shown by total numbers and percentages. In FY 2012 75% of applications were approved and only 25% were denied.

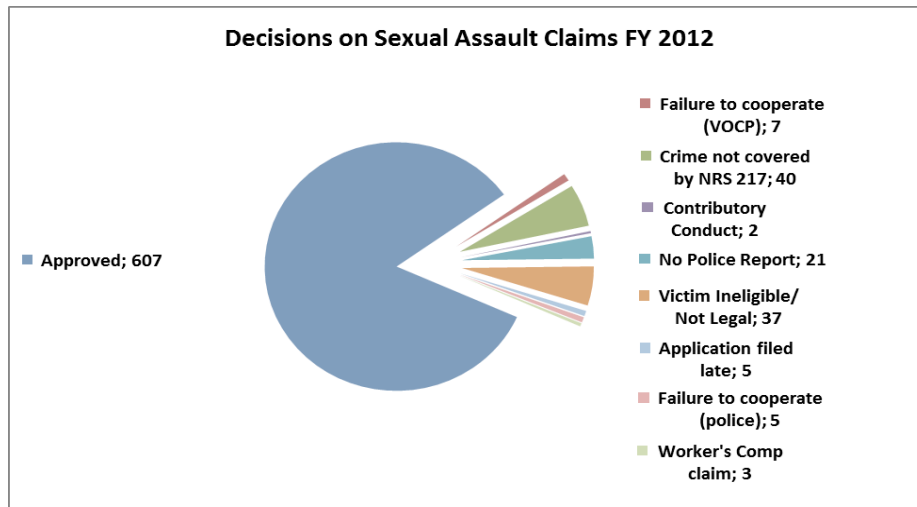


Domestic Violence and Sexual Assault Claims

The following charts show the acceptance rate and reasons for denial in FY 2012 where 90 claims were denied, while 553 claims were approved. Compare this to FY 2008 where 147 claims were denied and only 210 were approved.

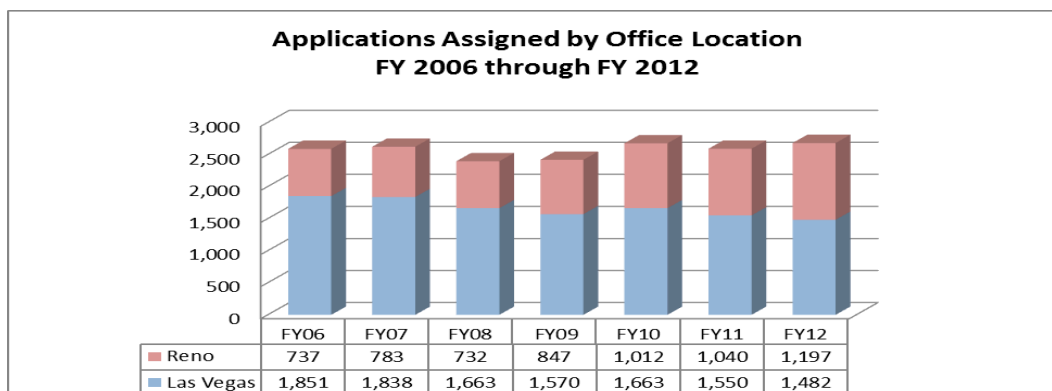


This next chart shows the acceptance rate and reasons for denial in sexual assault claims in FY 2012. In FY 2012, 120 claims were denied, while 607 claims were approved. Compare this to FY 2008 where 294 claims were denied and only 376 were approved.



Applications Assigned by Office Location

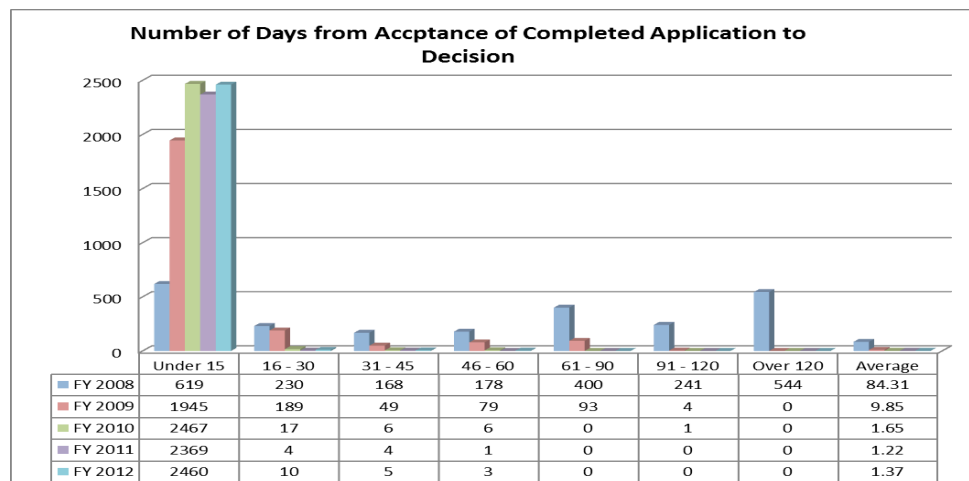
During FY 2012 the VOCP assigned **2,679*** claims to Compensation Officers. The Las Vegas office received **1,482** applications and the Reno office received **1,197** applications. The following chart shows the number of applications assigned by office since FY 2006.



*Note: variations in counts are caused when different criteria is used to produce reports. Applications Received is based on the application received date, and Applications Assigned is based on claim entry date. Claims are entered within one business day of receipt.

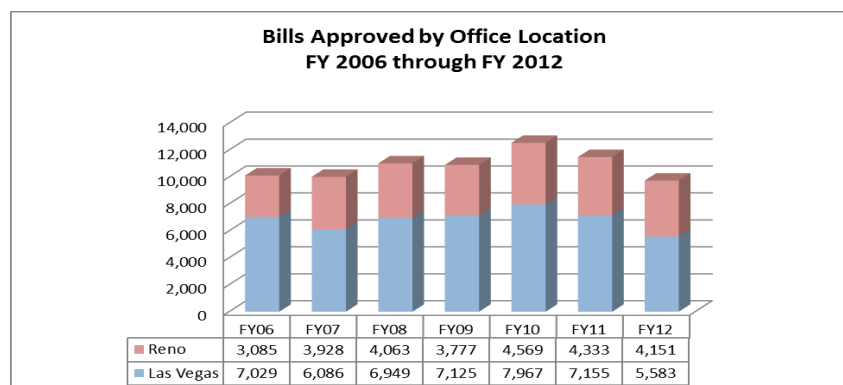
Application Processing

VOCP Claims Management System automation and streamlined procedures have resulted in a significant reduction in the amount of time it takes the program to approve an application. In FY 2012 it took 12.37 days to approve an application when the application is submitted *without* a police report. *When an application is submitted with a police report the average time to approval is 33 hours.* As the following chart shows, claim decisions are made within 1.37 days of receipt of a completed application and police report.



Bills Processed by Office Location

One of the most important activities of the VOCP is processing and paying the victim's medical bills, counseling bills, lost wages, and other benefits. All outstanding medical bills, counseling bills, and other crime expenses incurred after claim acceptance are paid *weekly*. All emergency room and other "pre-acceptance" claims are paid by the end of each FY quarter. As the VOCP improved its bill paying process, backlogs and inadequately documented claims were cleared up during 2010 and 2011. The following chart shows the actual number of bills processed, by office location, each year since FY 2006.



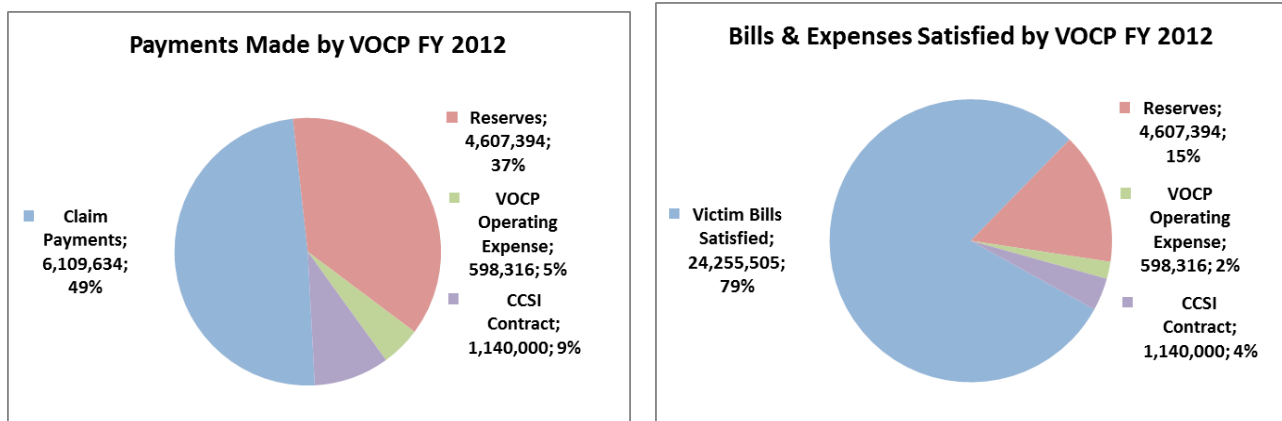
Impact of Cost Containment Policies

As the following chart shows the VOCP satisfied **\$24,255,504.52** in victim medical bills and claims for **\$6,109,634.27** of available funding in FY 2012. NRS 217.245 provides that a bill is deemed “paid in full” when the vendor accepts partial payment from the VOCP. This statute combined with cost containment policies adopted by the Board of Examiners, pursuant to NRS 217.130 and NRS 217.150, allowed the VOCP to effectively extend benefits by an additional **\$18,145,870.25** during this fiscal year.

Payment Amounts by Type for FY 2012				
Type of Expense	Number of Bills	Total Victim Bills Submitted	Amount Saved by Bill Review	Amount Paid to Providers
Medical - Hospital	1,160	18,127,765.18	16,369,997.25	1,757,767.93
Medical - Other	3,534	3,404,459.80	1,318,004.73	2,086,455.07
Dental	276	663,046.22	196,894.81	466,151.41
Counseling	2,786	674,807.38	153,330.22	521,477.16
Lost Wages	282	273,923.77	0.00	273,923.77
Discretionary*	416	353,775.17	203.99	353,571.18
Funeral Expense	114	318,261.69	6,452.39	311,809.30
Chiropractic	363	151,066.72	47,449.10	103,617.62
Vision	127	67,972.35	15,282.24	52,690.11
Prescription	462	44,977.89	706.22	44,271.67
Survivor Benefits	19	26,200.00	300.00	25,900.00
Physical Therapy	286	149,248.35	37,249.30	111,999.05
Total Payments	9,825	\$24,255,504.52	\$18,145,870.25	\$6,109,634.27
*Discretionary include: emergency relocations, crime scene clean up, childcare, mileage, etc.				

Program Administrative Costs as Compared to VOCP Benefits Provided

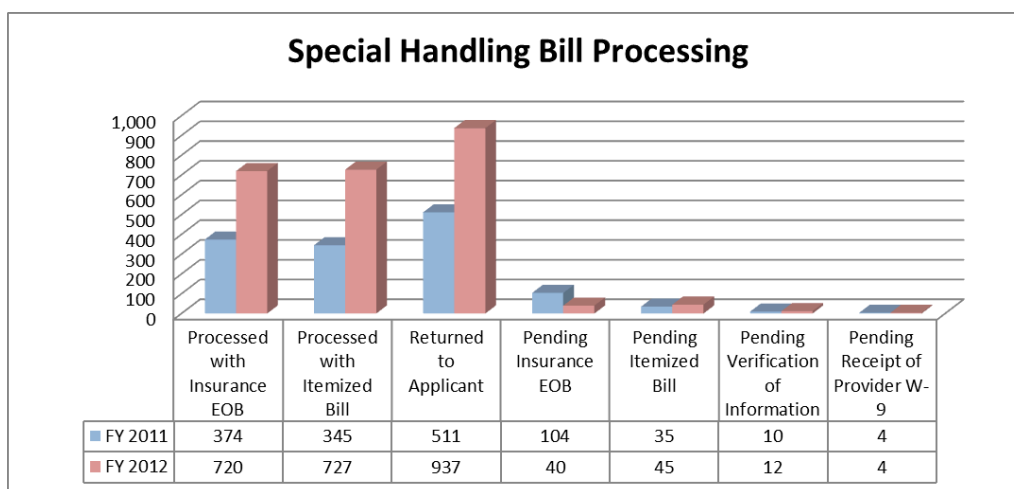
The next two charts show the percentage of costs of the VOCP and its contractor CCSI as compared to actual claim expenditures, and as compared to the total value of claims satisfied for the victims during FY 2012.



Claims Process

In FY 2011 the VOCP implemented several changes to our workflow. We eliminated paper backlogs created when bills and documents were held pending the receipt of additional documentation necessary to pay a claim, by designing a way to handle these issues through the automated claims management system.

These changes allow us to manage and track every piece of paper that is submitted to the program, and speed the handling of claims. The multiple efforts that are made to obtain necessary information are documented in the system, and if the program cannot obtain the information necessary to process payment within 60 days, the documents are returned to the victim with a letter detailing what they need to provide before payment can be considered. This process ensures that victims are aware of their unpaid obligations, and gives them the opportunity to resolve issues before they are subject to collection activity. The following chart shows the number of bills that required special handling, as well as the current count of bills pending the receipt of further information.



FY 2013 Operational Goals

The VOCP and its contractor, CCSI, are currently working on some substantial programming changes to our claims management system that will allow us to push more of the data entry activities to CCSI. VOCP staff will review the data entered for accuracy and determine the amount that will be paid on the bill. Outsourcing the basic data entry allows us to continue operating with minimal staff, and provides another layer of review for payment processing.

Pending revisions to our system will also provide us with the ability to set up two new portals: an Advocate portal that will allow victim advocates to check the status of their victim's claims, and a Victim portal that will allow victims online access to their claim information. We are also working on an online application form.

Conclusion

With the cooperation of innumerable medical providers, particularly the state's hospitals, the VOCP helped *every* approved victim pay *every* crime related expense before their claims were closed.

In FY 2012 this amounts to \$24,255,504.52 in claims resolved with \$6,109,634.27 of VOCP expenditures, a "savings" of \$18,145,870.25.

The increased level of claims paid in FY 2010 resulted in a 52.8% increase in the Federal Grant awarded to Nevada this year. This allowed us to increase our reserves to an amount sufficient to see us through the current economic downturn. Our reserves for future claims stand at \$4.6 million. We expect to use these reserves over the next five years as the amount of our Federal Grant decreases.

The policy changes adopted by the Board, combined with the utilization of cost containment practices provided by our contractor have allowed the program to successfully meet the challenges caused by significant state revenue reductions. The program is in excellent operational and financial shape, and expects to continue providing 100% of the benefits authorized under program policies to Nevada's victims of violent crime.